Parachute for NIEHS Users

NIEHS Desktop Support

Based on Publication Number: CIT 210B
Modified for use by NIEHS

October, 2001

Parachute for Windows XP -- Introduction

Welcome to Parachute for Windows XP Professional and Windows XP Home Edition. This manual will show you how to configure Windows XP for Parachute remote access, and logon to the NIEHS Network, through the NIH network, from off-campus using a high-speed modem and a standard telephone line.

What Is Parachute?

Parachute is just a name used by NIH to describe, in one word, all of the various operating systems' names for the NIH dial-up or remote access networking components. Parachute is only relevant to analog communication (standard telephone line), and not to digital communication (DSL, cable, wireless, satellite, etc.).

Parachute only gives you a physical connection to the Internet, a network address inside the NIH network, and nothing else. Once you are connected (dialed and logged in) to Parachute, its job is done. It is up to some other piece of software to give you the services you require: a web browser like Internet Explorer, to browse Internet web sites, and an email program like Outlook to get your email. See: http://www.niehs.nih.gov/guide/remote/home.htm for more information on remote computing.

Many users have questions or problems that are not caused by Parachute but are about some other function they desire to do while dialed into Parachute. It is important to note this distinction as it may save you a lot of time and frustration. Near the end of this document, we will show you how to tell if you are logged into Parachute successfully.

What Do You Get From Parachute?

Before you dial into Parachute, you are probably wondering what you are going to be able to do with it. You are probably going to compare what you can do from the office versus what you can do over Parachute. Remember, Parachute only gives you a physical connection to the Internet and a NIH network address, but with that connection you can do a lot of different things. To put it simply, you can do almost everything your office computer can, only slower (provided you have the software installed on your Parachute computer). Here are some of them:

- Use a web browser like Internet Explorer to browse World Wide Web sites.
- Use a web browser to access Outlook Web Access at https://owa.nih.gov email.

Using Cisco VPN or Citrix nFuse you can also:

- Use a web browser to access intranet web pages and resources normally only accessible from inside the NIEHS network (on site).
- Map network drives to file sharing locations within the NIEHS network.
- Use Microsoft Outlook to access your email and calendars.

The clients and instructions for Cisco VPN and Citrix nFuse can be found at:

http://www.niehs.nih.gov/guide/remote/options.htm

Getting Technical Support

If you need help configuring your Parachute connection, contact your local Computer Support Person (CSP) http://www.niehs.nih.gov/guide/desktop/staff.htm for assistance.

These instructions have been modified for the NIEHS user. For additional help, you can visit the NIH Remote Access web site at: http://remoteaccess.nih.gov/ and click on the Parachute link.

What You Need – The Worksheet

- [1]A Parachute account: _____ & password: _____
- [2]Your Parachute computer's local Administrator password: _____
- [3]Your network username: _____ & password: _____
- [3]Your Network Domain: __NIH_____
- [4]A list of any network drives you will need remote access to.
  (drive letter, server name and shared folder name)

Examples:

Name	Letter	Server\Folder
User's data on file server	U:	\\data\jones99\
NIEHS Public share	M:	\\catoe\public
Branch specific file shares	P:	\\catoe\dert_GMB
	K:	\\catoe\project_OM
	R:	\\dert_ICfund
	O:	\\catoe\dert_public

Worksheet:

Name	Letter	Server\Folder

- [5]A high speed analog modem (V.90 preferred).

Notes:

1. Contact Patricia Harris (harrisp@niehs.nih.gov) to apply for a Parachute account. The NIH Center for Information Technology's Accounts Group or Patricia Harris will contact you with your user account and password.

2. If you are using a personally owned computer, you may need to know the local Administrator password of your computer. If you don't know this password, check your computer's documentation. Many home computers have no password set for the Administrator account. If this is the case, we highly recommend that you create one, for

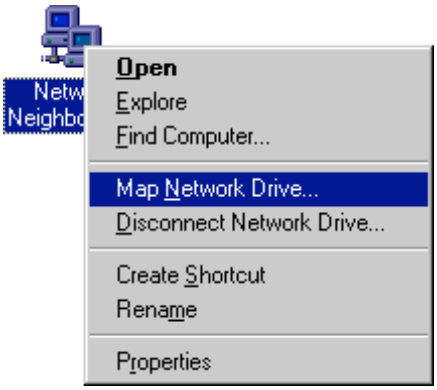
security reasons. If you will be using an NIEHS owned computer, you will need to ask your Computer Support Person (CSP) to set up Parachute access on the machine for you.

3. For those who also use a Windows computer at work, this is the username and password you use to login in at your office computer. The Domain is another field just below the Password field.

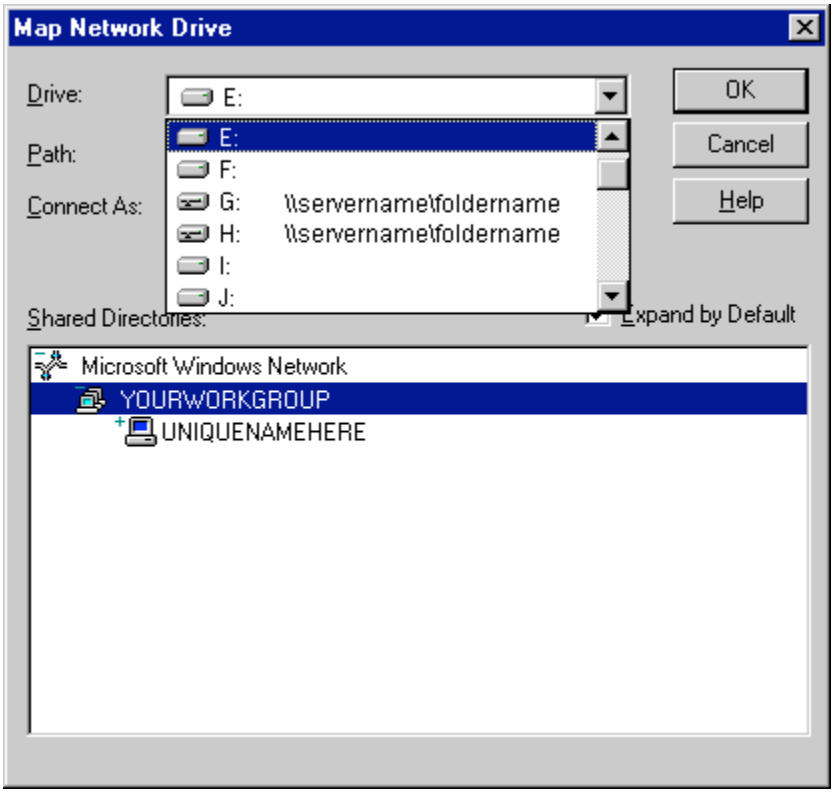
4. For users of other operating systems such as Macintosh or Unix, you may have to contact your Computer Support Person (CSP) and ask them for assistance.

5. If you will need to access resources on a NIEHS network share, you will need to record the details of your mapped network drives. To obtain a list of your mapped network drives, on your office computer. Non-Windows users may have to get this info from their Computer Support Person (CSP).

    a. Find the Network Neighborhood icon on the Desktop and right click on it and select Map Network Drive from the popup menu:



    b. From the Map Network Drive window below, click on the popup menu next to the heading labeled: "Drive:" and scroll down the list until you see the drive letters with \\server\folder entries next to them. Write this information on the worksheet for each drive letter to which you wish to connect.



6. The modem should have already been installed.

Creating the Parachute Connection

If you do not already have a modem installed, please refer to the section below entitled "**Installing a Modem**" to install one and then return to the steps below to continue configuring the Parachute connection.

1. Click on the **Start** button (Figure 1) to display the Windows XP Start Menu.

Figure 1. The Windows XP Start button.

2. From the Start Menu (Figure 2), click on the **Control Panel** icon.

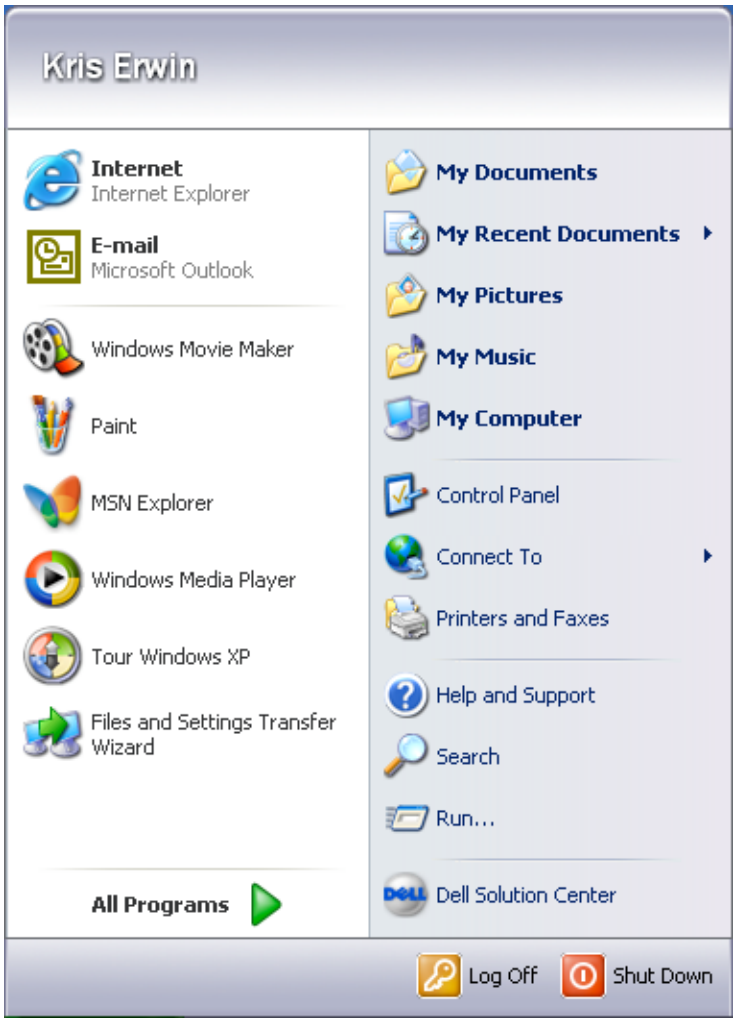


Figure 2. The Windows XP Start Menu.

3. From the Control Panel window (Figure 3), click on the **Network and Internet Connections** icon

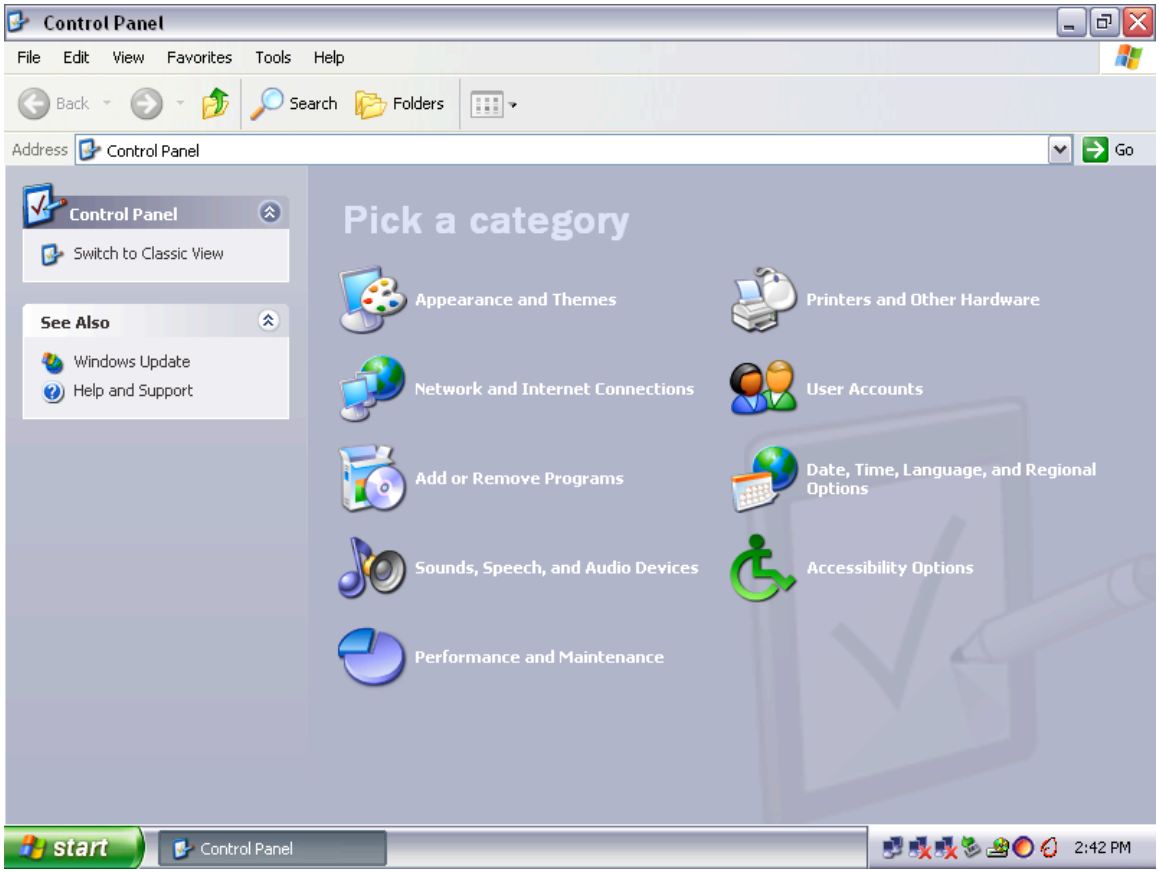


Figure 3. The Windows XP Control Panel.

4. From the Network and Internet Connections window (Figure 4), click on the **Create a connection to the network at your workplace** link.

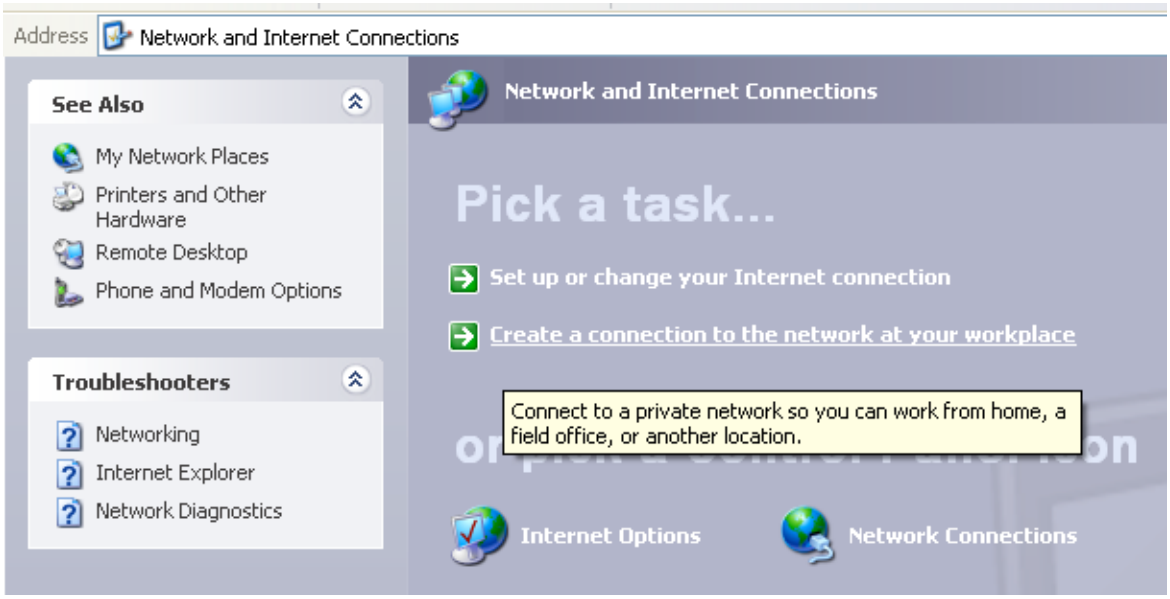


Figure 4. The Network and Internet Connections window.

5. From the New Connection Wizard's Connection Method Selection window (Figure 5), select the **Dial-up connection** option and then click on the **Next** button.

Figure 5. New Connection Wizard – Connection Method Selection window.

6. From the New Connection Wizard's Connection Name window (Figure 6), type in **Parachute 800** (this example creates a connection for the Parachute toll free 800 number) and click on the **Next** button.

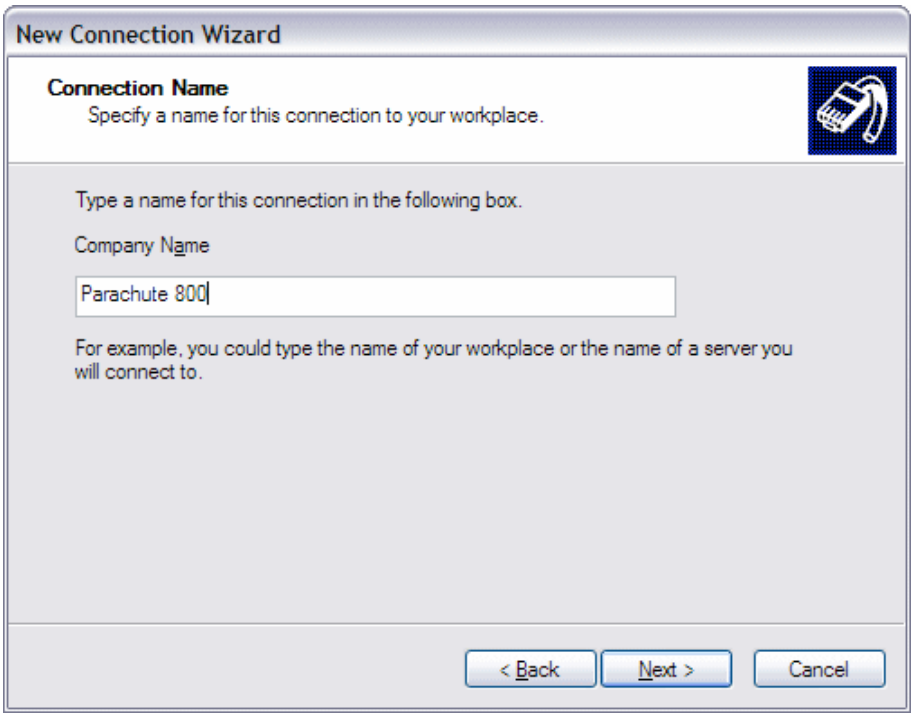


Figure 6. New Connection Wizard – Connection Name window.

7. From the New Connection Wizard's Phone Number to Dial window (Figure 7), type in one of the toll free Parachute phone numbers: **1-800-827-0124** or **1-(866) 753-3457**.

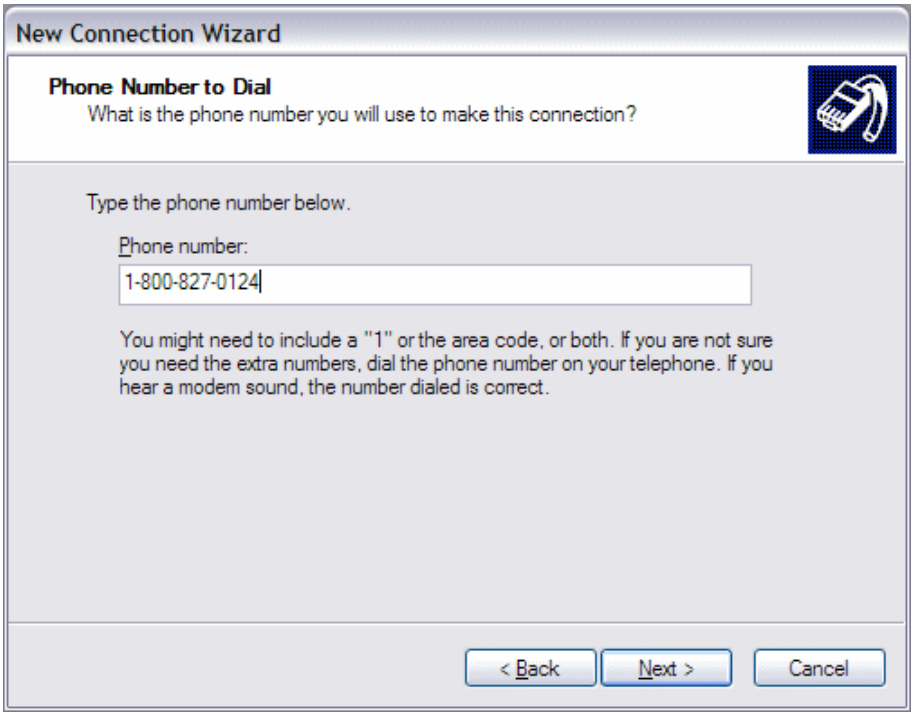


Figure 7. New Connection Wizard – Phone Number to Dial window.

8. From the New Connection Wizard's Completion window (Figure 8), decide whether or not you want the New Connection Wizard to create a shortcut to this connection on your Windows XP Desktop (if so, check mark the option) and click on the Finish button. You can now close the Network and Internet Connections window (Figure 4 above).

Figure 8. New Connection Wizard – Completion window.

Configuring the Parachute Connection

1. Click on the Start button (Figure 1) and highlight the Connect To command. This will display a popup menu (Figure 9). Now, right-click on the Parachute 800 icon and you will see a popup menu from which you will click on Properties.

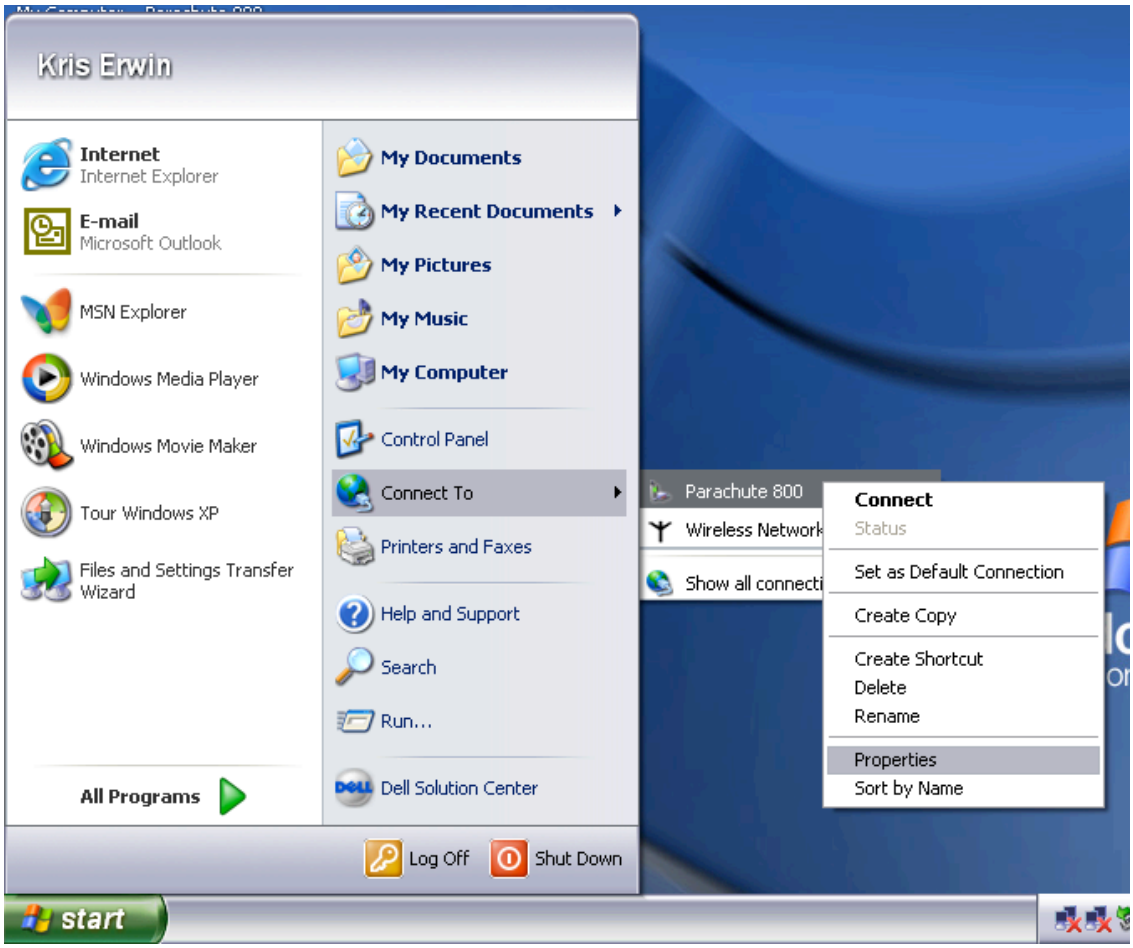


Figure 9. Selecting the Properties command for the Parachute 800 connection.

2. You will now see the Properties window for the Parachute 800 connection (Figure 10) with the General tab selected. Configure the General tab settings as shown in Figure 10. Then, click on the Configure button on the right side of the window.

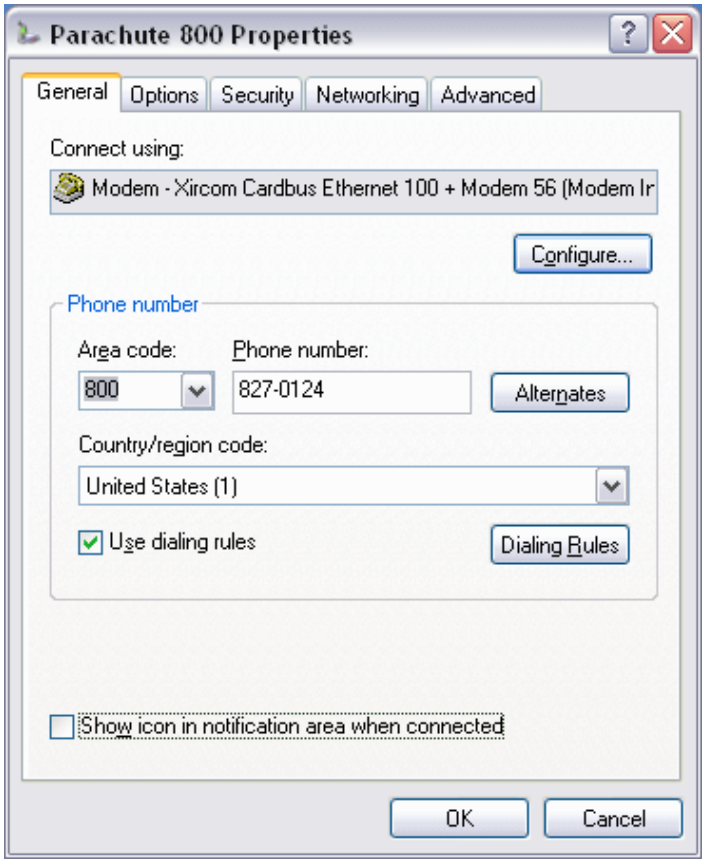


Figure 10. Parachute 800 – General tab.

3. From the Modem Configuration window (Figure 11), configure as shown and click on the OK button to return to Figure 10 above and then click on the Dialing Rules button.

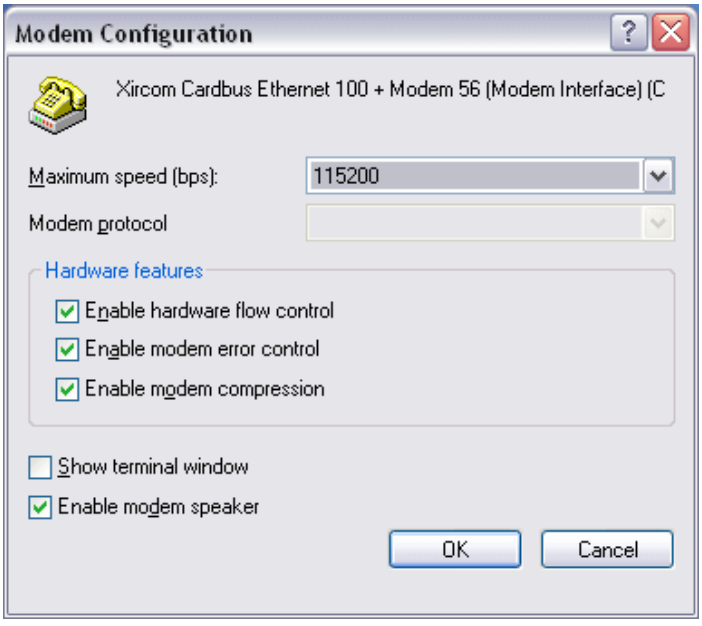


Figure 11. Parachute 800 – Modem Configuration window.

4. From the Dialing Rules window (Figure 12), highlight the existing location rule and click on the Edit button. If there are no rules listed, click on the New button.

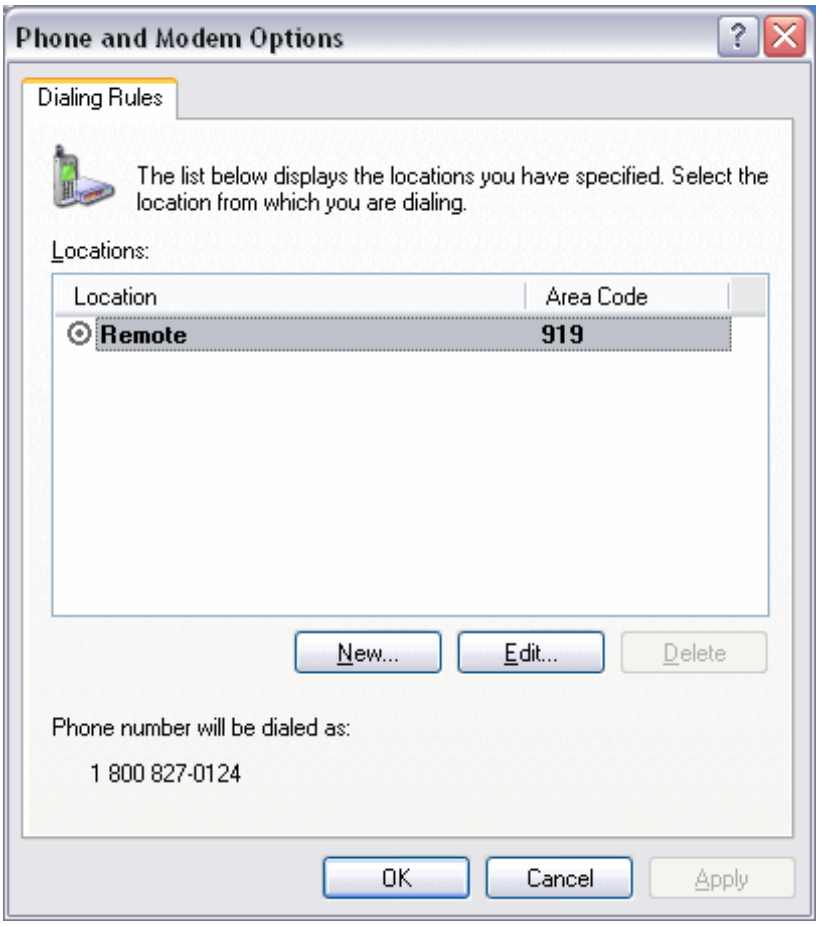


Figure 12. Dialing Rules window.

5. Configure the General tab as shown in Figure 13, making sure to enter in your own area code instead of 919, if necessary, and click on the Area Code Rules tab.

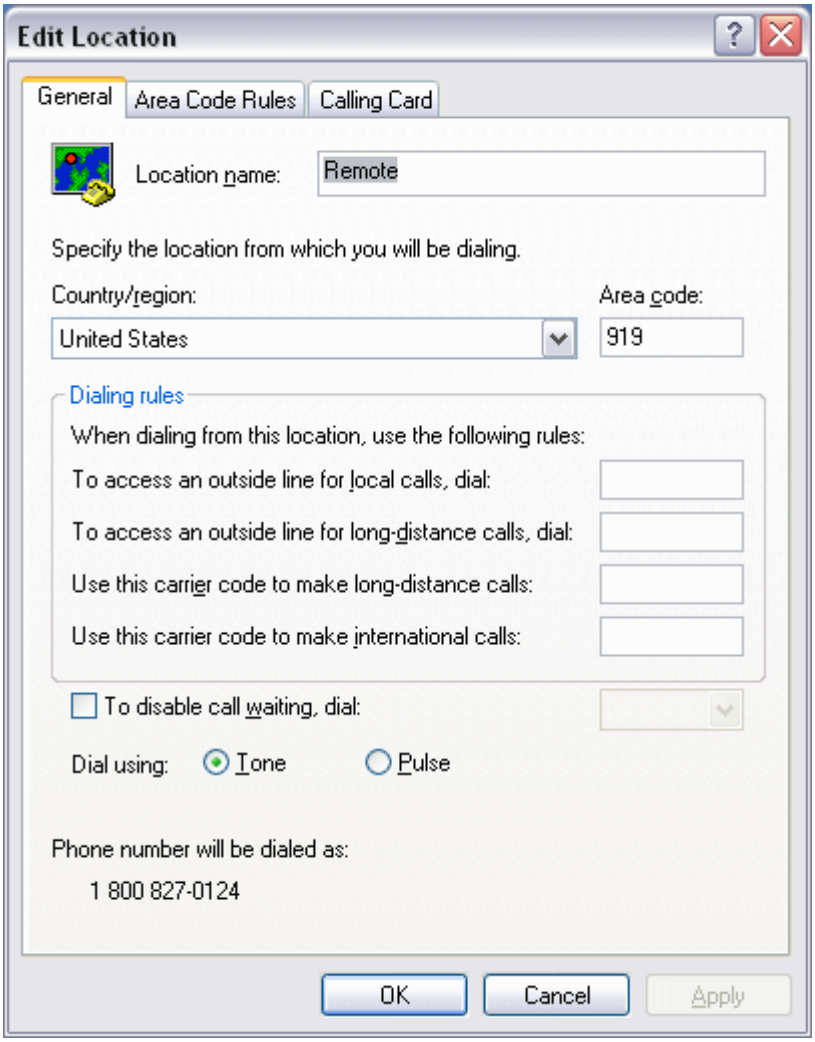


Figure 13. Dialing Rules – General tab.

6. From the Area Code Rules window (Figure 14), highlight the 800 Area Code rule and click on the Edit button. If there are no rules listed, click on the New button.

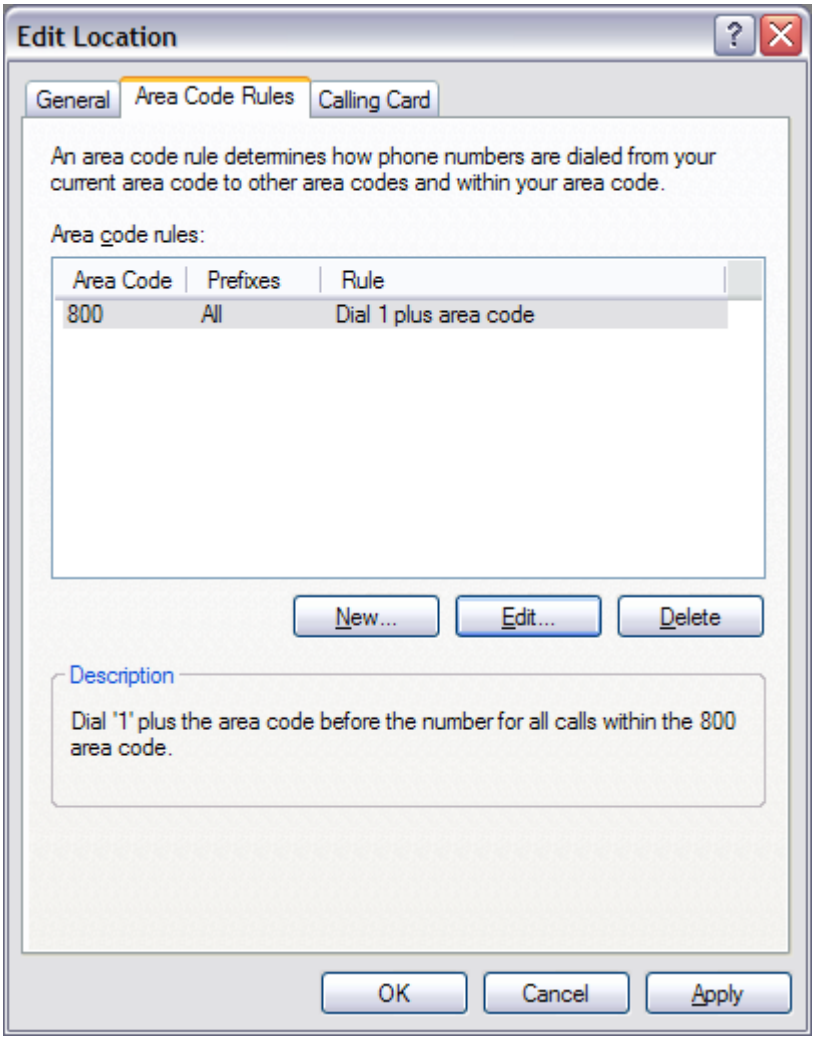


Figure 14. Dialing Rules – Area Code Rules tab.

7. Configure the Area Code Rule as shown in Figure 15 below and click on the OK button to return to Figure 14 above.

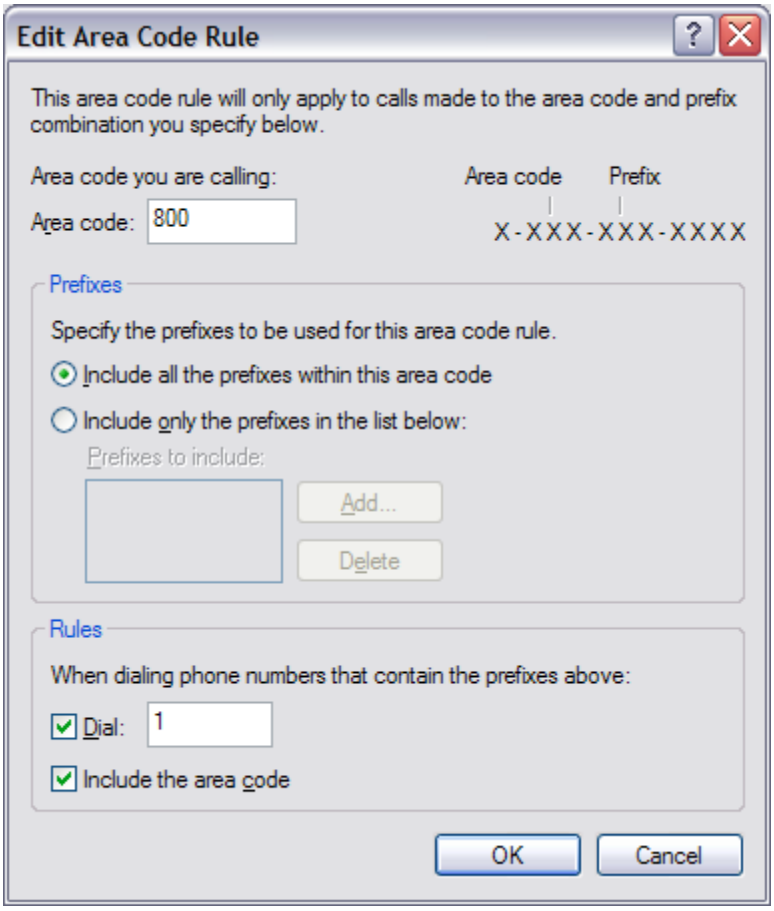


Figure 15. New/Edit Area Code Rule window.

8. If you need to use a calling card to dial, click on the Calling Card tab (Figure 16) and configure the calling card options you desire. The default option is None (i.e. do not use a calling card for this connection).

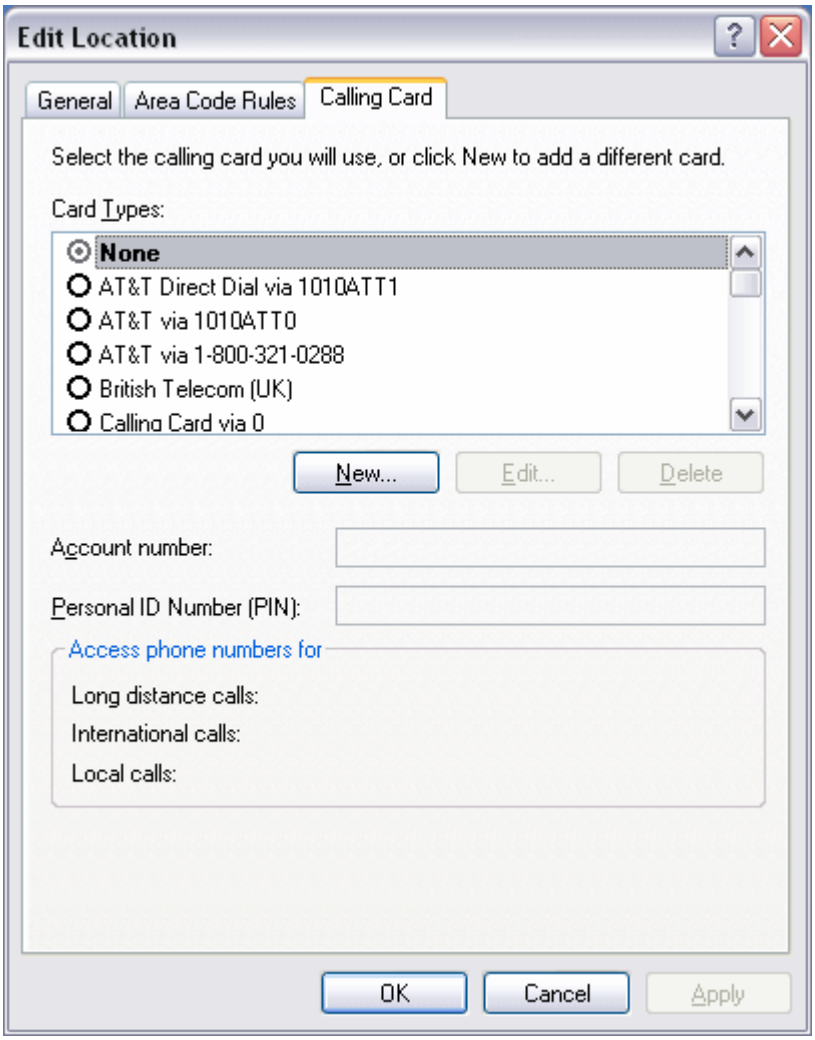


Figure 16. Dialing Rules – Calling Card tab.

9. Click on the Apply button in Figure 14 above and then click on the OK button to return to Figure 12 above and click on the Apply button and then click on the OK button to Figure 10 above and click on the Options tab. From the Options tab (Figure 17), configure as shown and click on the Security tab.

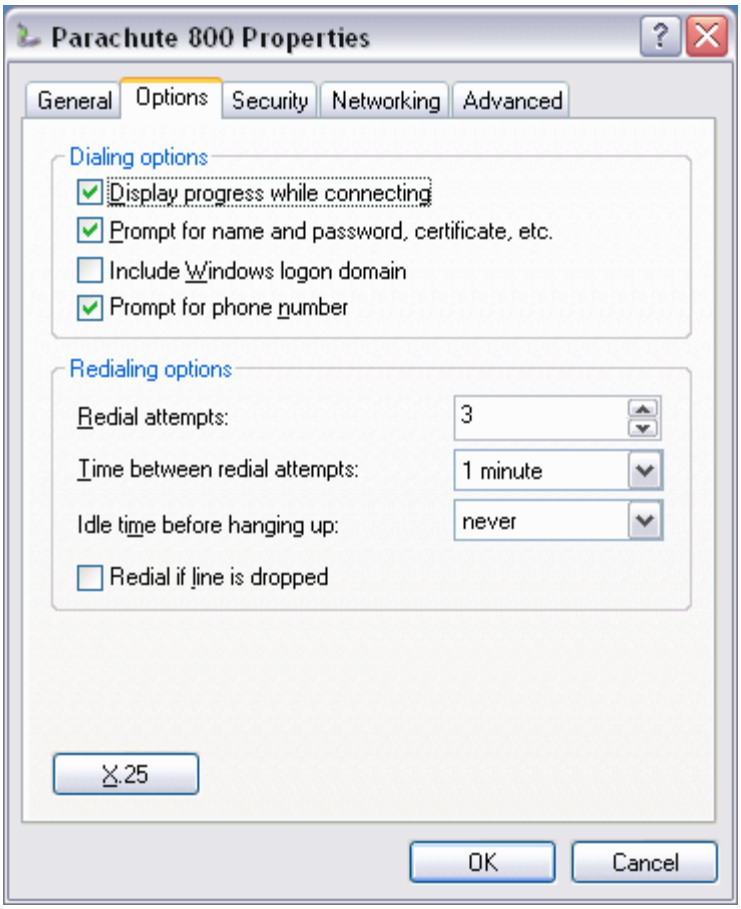


Figure 17. Parachute 800 – Options tab.

10. From the Security tab (Figure 18), configure as shown and click on the Networking tab.

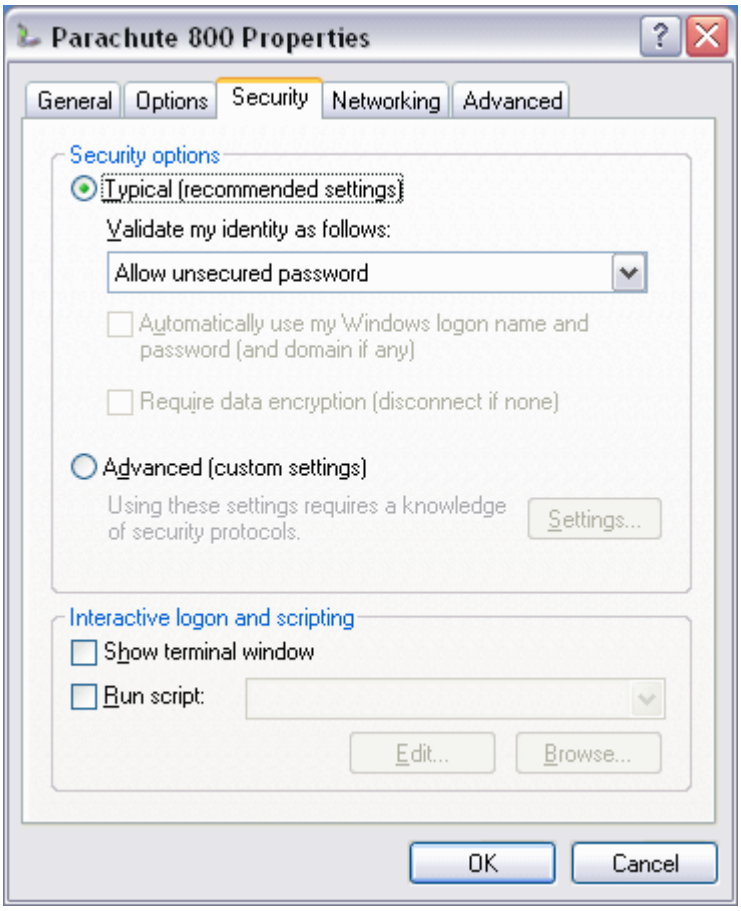


Figure 18. Parachute 800 – Security tab.

11. In the Networking tab window (Figure 19), check to make sure that **Internet Protocol (TCP/IP) and Client for Microsoft Networks** is listed in the section labeled "This connection uses the following items:"

    Click on the Internet Protocol (TCP/IP) item and then click on the Properties button.

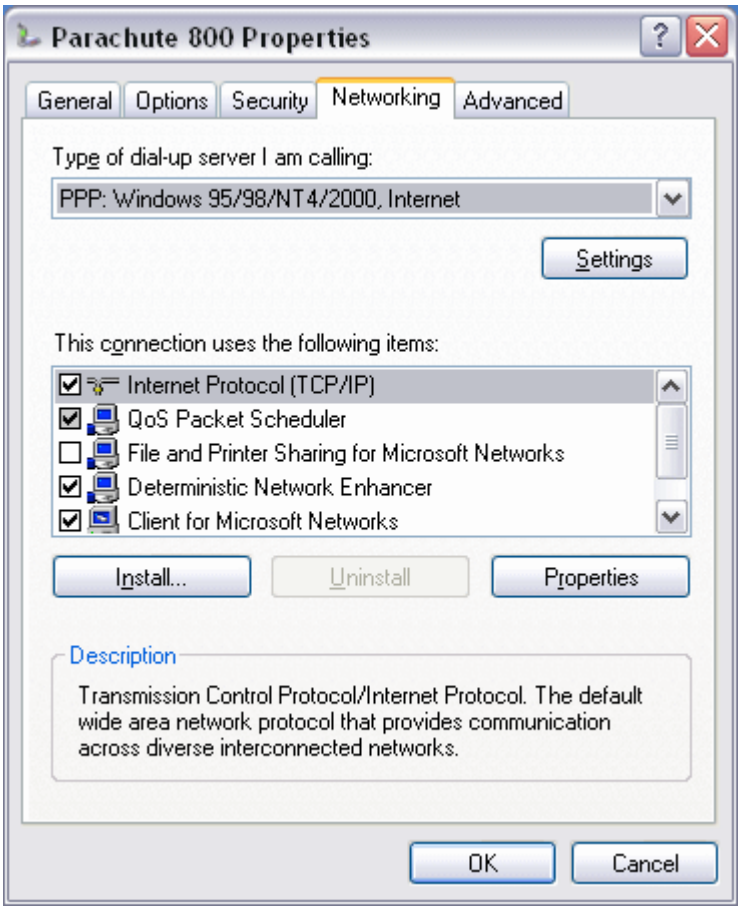


Figure 19. Parachute 800 – Networking tab.

12. From the Internet Protocol (TCP/IP) Properties window (Figure 20), configure as shown and click on the Advanced button.

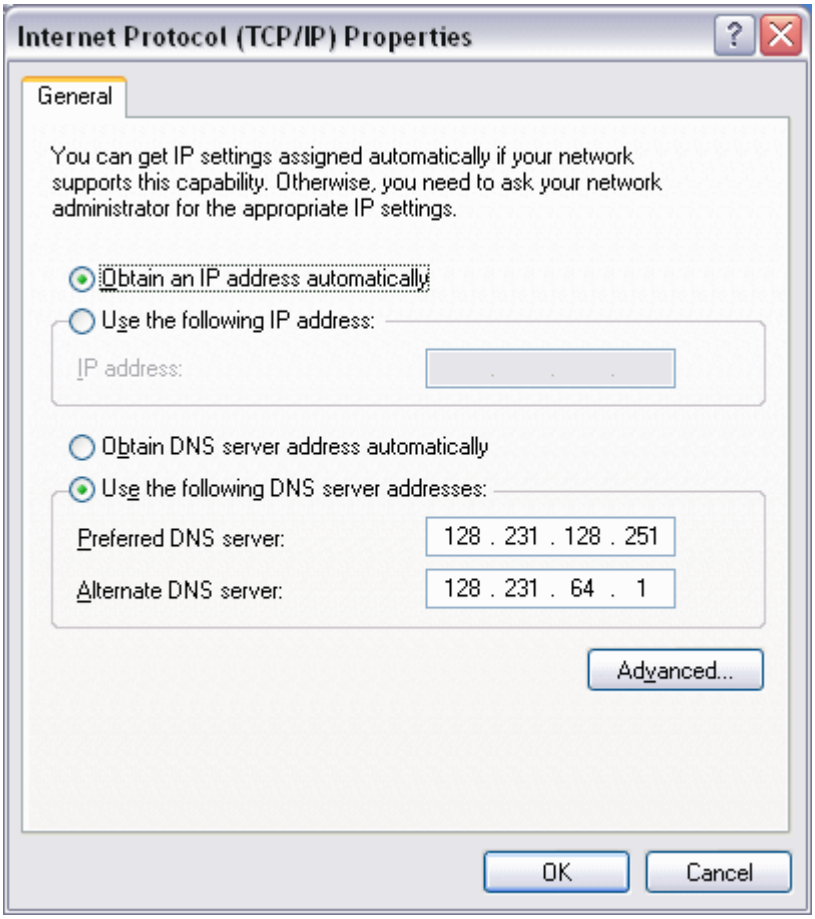


Figure 20. Internet Protocol (TCP/IP) Properties window.

13. From the Advanced TCP/IP Settings' General tab (Figure 21), configure as shown and click on the DNS tab.

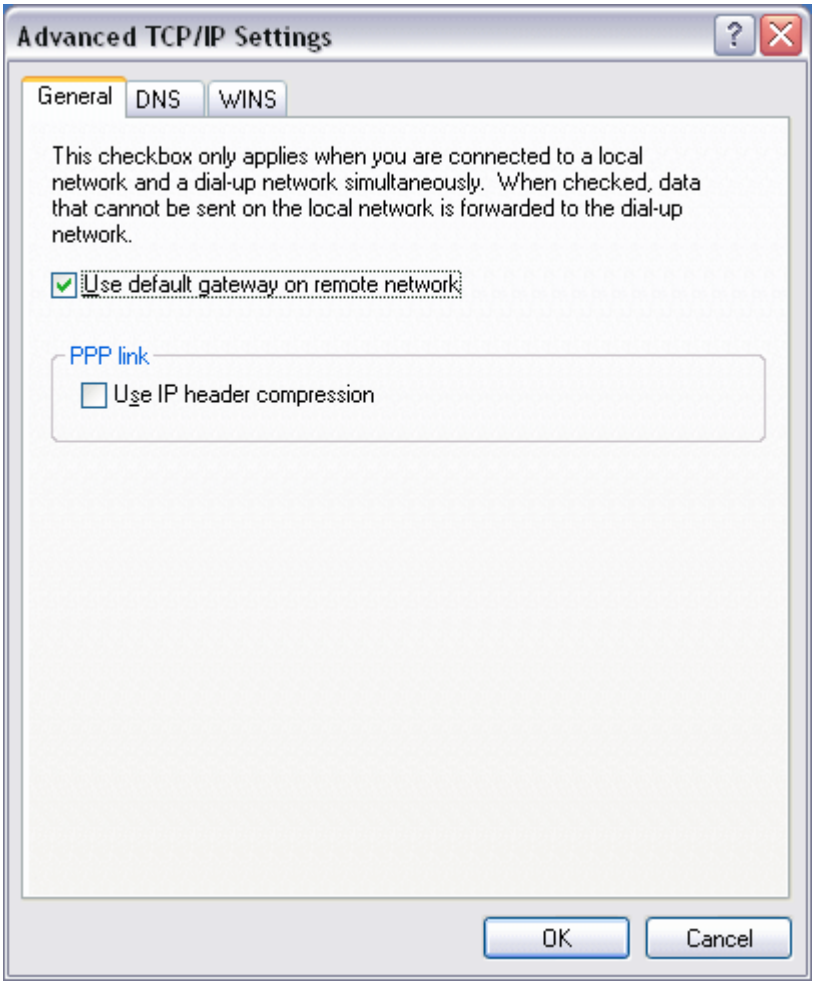


Figure 21. Advanced TCP/IP Settings – General tab.

14. From the Advanced TCP/IP Settings' DNS tab (Figure 22), configure as shown (if it isn't already correctly configured) and click on the WINS tab.

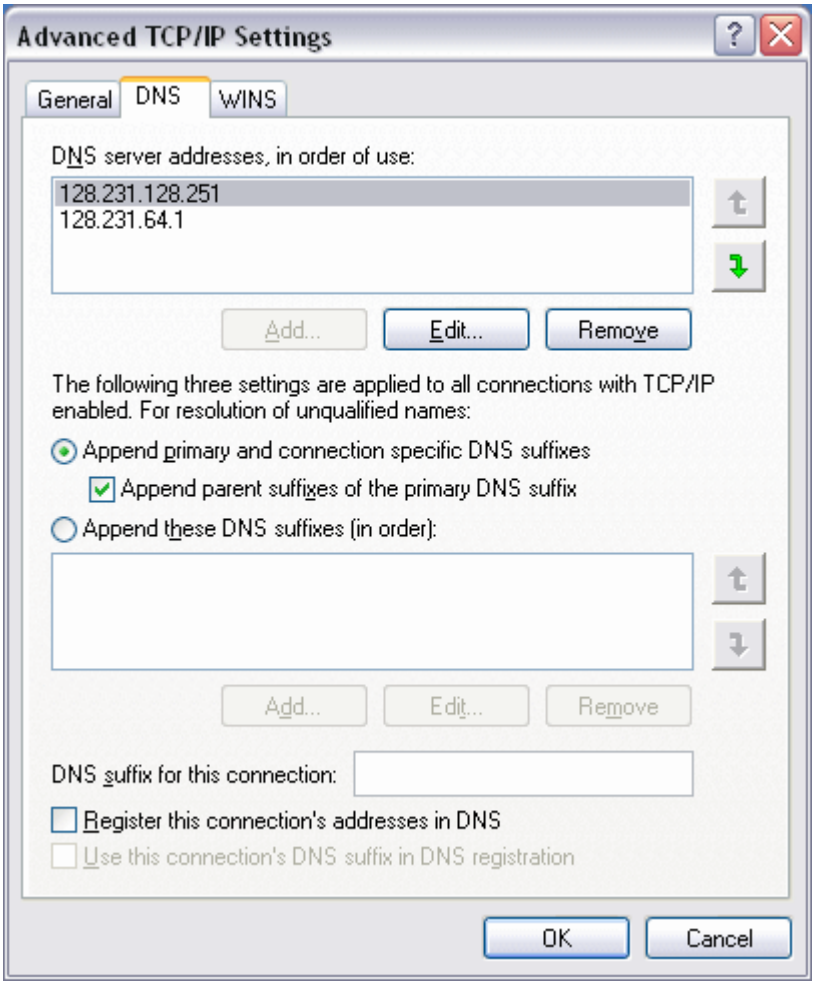


Figure 22. Advanced TCP/IP Settings – DNS tab.

15. From the WINS tab window (Figure 23), click on the Add button.

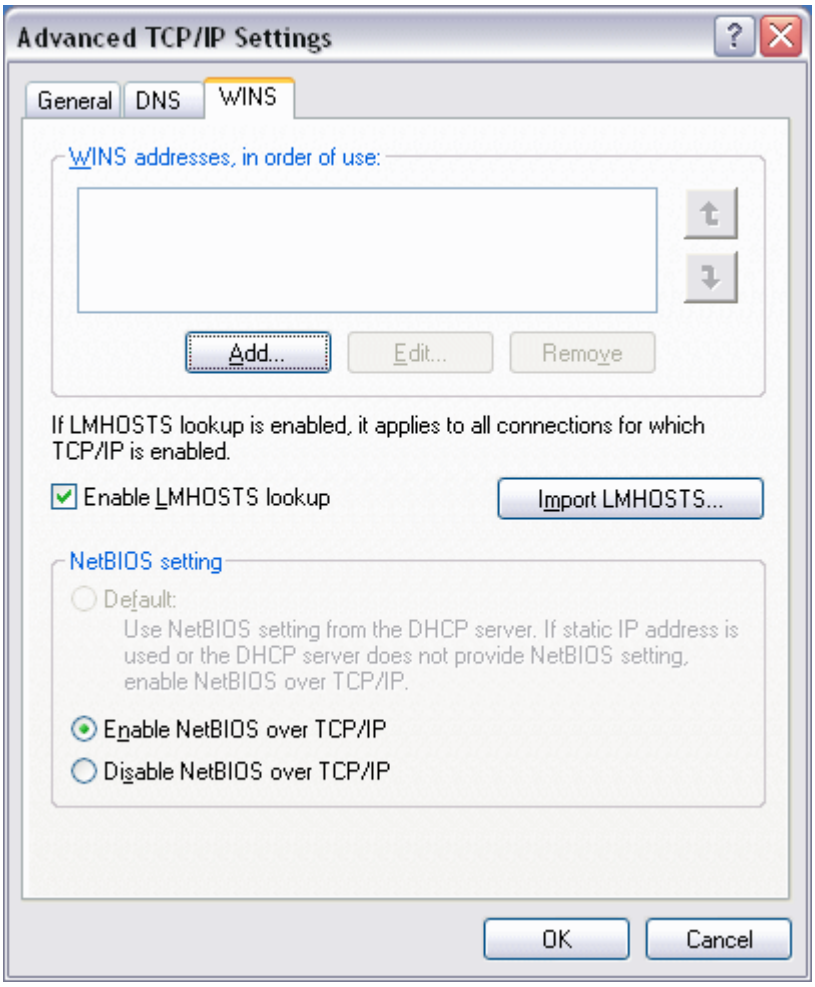


Figure 23. Advanced TCP/IP Settings – WINS tab.

16. In the TCP/IP WINS Server window (Figure 24), enter the Primary WINS server address listed in Table 1 below and click on the Add button. This will add the WINS server address to Figure 23 above.

NIH / NIEHS DNS & WINS Servers	
Primary DNS	128.231.128.251
Secondary DNS	128.231.64.1
NIH Central Primary WINS	156.40.70.20
NIH Central Secondary WINS	156.40.74.20

Table 1. DNS & WINS Server Addresses.

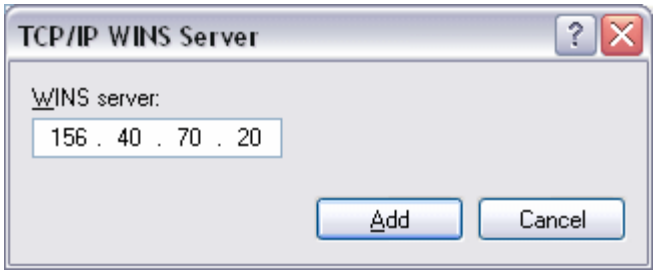


Figure 24. TCP/IP WINS Server entry field – Primary WINS Server.

17. Click on the Add button in Figure 23 above again. Now enter the Secondary WINS Server in the TCP/IP WINS Server field from Table 1 above and click on the Add button. This will add this WINS server address to Figure 23 above.

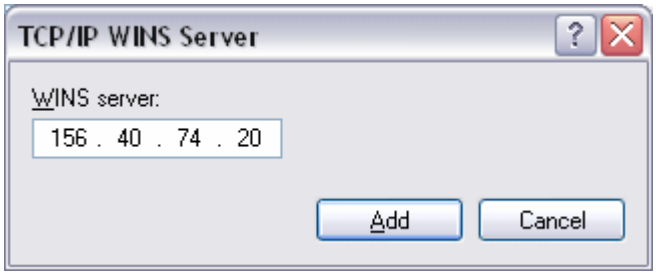


Figure 25. TCP/IP WINS Server entry field – Secondary WINS Server.

18. The WINS tab should now look like Figure 26 below. Click on the OK button to return to Figure 20 above (Internet Protocol (TCP/IP) Properties window) and click on the OK button to return to Figure 19 (Parachute 800 – Networking tab).

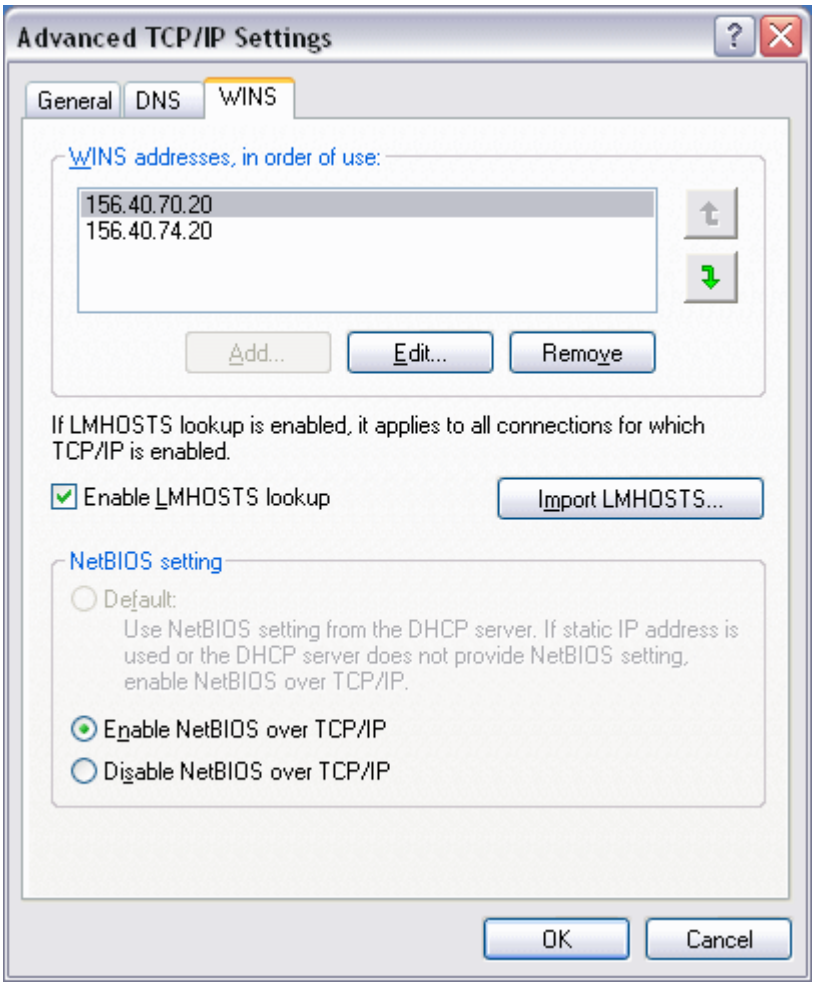


Figure 26. Completed WINS tab window.

19. From the Figure 19 (Parachute 800 – Networking tab) above, click on the Settings button and configure the PPP Settings as shown in Figure 27 below. Click on the OK button to return to Figure 19 and then click on the Advanced tab.

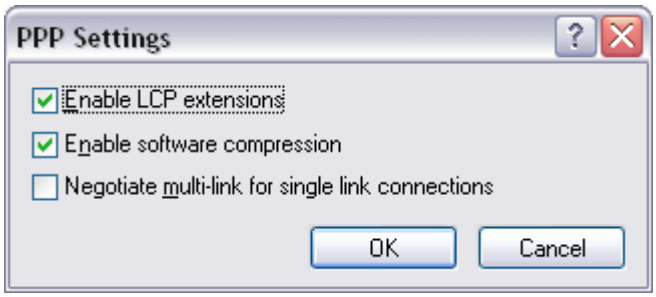


Figure 27. PPP Settings window.

20. From the Advanced tab, configure as shown in Figure 28 below and click on the OK button to save all these changes and return to the Desktop. You have now successfully configured this connection and are now ready to go to the next section to dial-up and connect to Parachute.

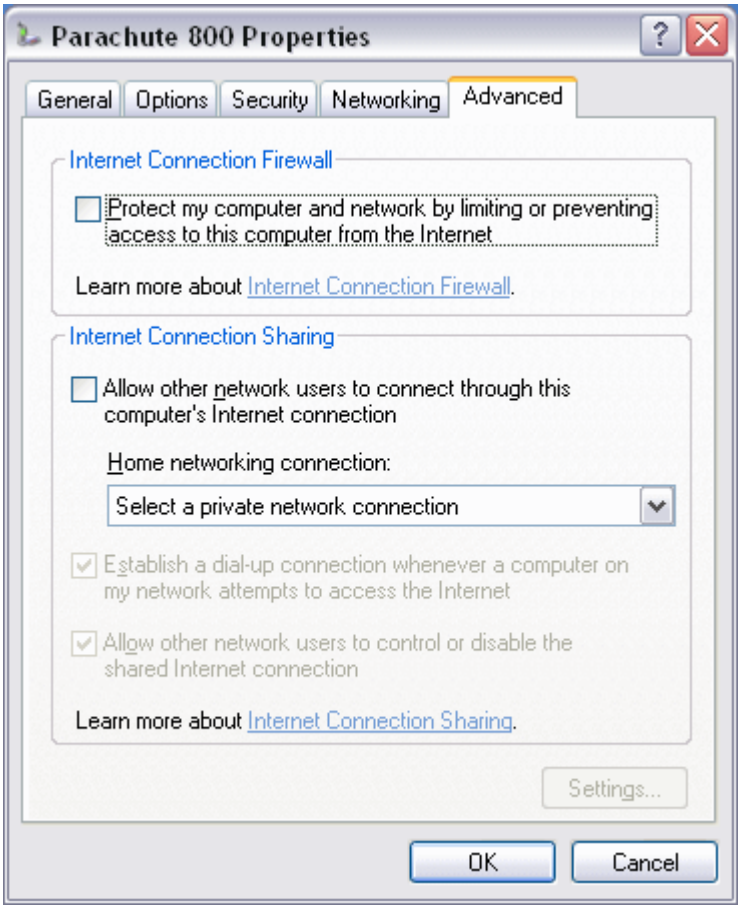


Figure 28. Parachute 800 –Advanced tab.

Logging into Parachute

1. Open the Parachute connection by either double-clicking on its desktop shortcut or by selecting it from the Connect To menu (see Figure 9 above) to get the Connect window (Figure 29) below.

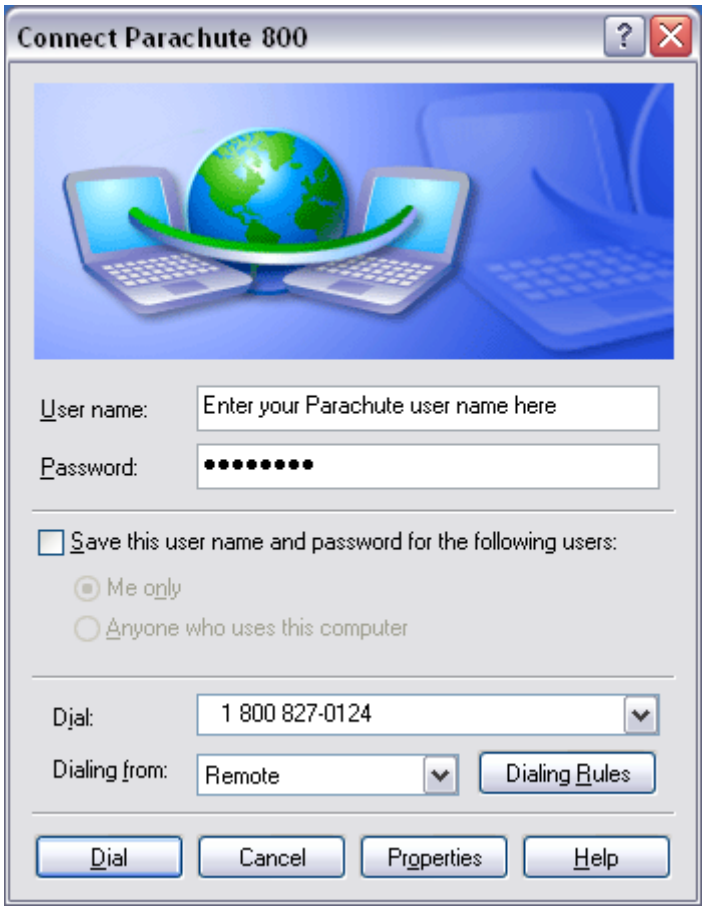


Figure 29. Parachute Connect window.

2. Type in your Parachute Username in the User name field and your Parachute password in the Password field and then click on the Dial button. Windows XP will then dial into the Parachute service and you will see dialog boxes like the ones below in Figures 30, 31, 32 and 33.

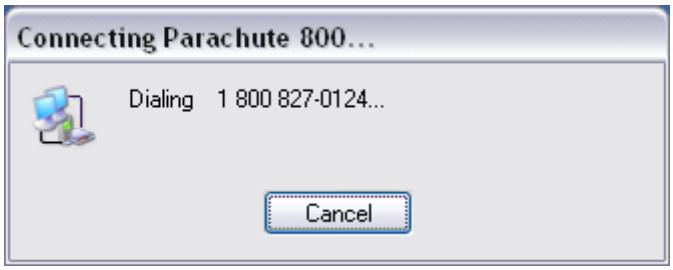


Figure 30. Status message when dialing in – this is the Dialing message.

Figure 31. Status message when dialing in – this is the Verifying message.

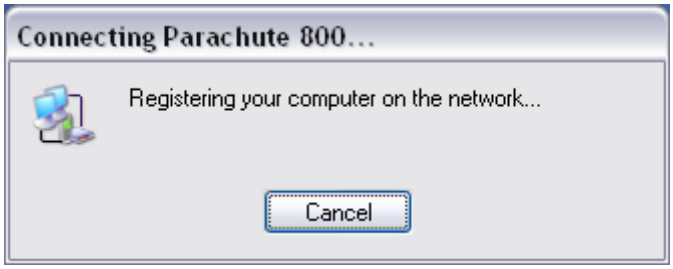


Figure 32. Status message when dialing in – this is the Registering message.

Figure 33. Status message when dialing in – this is the Authenticated message.

3. Congratulations! You have successfully dialed into Parachute (as shown by the message in the System Tray – Figure 34 below) and are now connected to the Internet and may now use your Internet applications such as web browsers and email. If you did not get a successful connection, refer to the following section entitled "Troubleshooting Your Parachute Connection".

Figure 34. System Tray message indicating a successful connection to Parachute.

Disconnecting from Parachute

The easiest way to do this is to right-click on the Parachute connection icon in the System Tray (see Figure 35 below) and selecting the Disconnect command from the popup menu. After the connection has been terminated, the little computer icon will disappear from the System Tray.

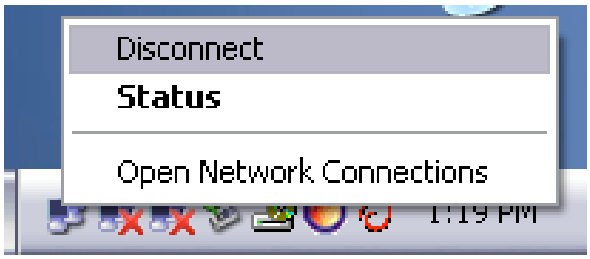


Figure 35. Selecting the Disconnect command from the Connection Status icon.

Logging onto a Windows Network

Windows XP provides you with the necessary clients, services and protocols to logon to your Microsoft Windows NIH Domain through the NIH Network. You can use the My Network Places on your home computer to access shared resources or map a drive to file share, such as your network user directory (\\data\userid).

To use this service, you need to have an NIH IP address. This means that if you use another dial-up ISP (Internet Service Provider) like AOL or RoadRunner, you will not be able to use this service. Since Parachute gives you an NIH IP address, you can use this service. To use another ISP see instructions at http://www.niehs.nih.gov/lsp/userguid/telecom/pc/pcvpnhub.htm.

NIEHS Owned Computers: (Windows XP Professional)

You will need to contact your Computer Support Person (CSP) to set up the NIEHS desktop or laptop computer which you will be using from off site. The CSP will install and configure Parachute, and join the PC to the NIH domain. When logging on from home, make sure the phone cord is plugged into the PC's modem, and follow the following directions:

1. Turn on and boot up your computer. At the login prompt (Figure 36), press the Ctrl, Alt, and Delete keys at the same time.

Figure 36. Windows XP Professional Begin Logon Prompt.

2. From the Logon window (Figure 37), type in your NIH domain username, password and select "NIH" as your domain in the "Log on to" drop down menu. Click on the "Log on using dial-up connection" option to turn it on (check mark it). Click on the OK button.

NOTE: If you do not enable "Log on using dial-up connection", then you can still login to the desktop (provided you have successfully logged into your IC's domain from this computer at least once) and connect to Parachute at a later time to get to NIEHS's file servers.

Figure 37. Windows XP Professional Login Prompt – Expanded

3. From the Network Connections window (Figure 38), select the Parachute configuration from the menu and click on the Connect button.

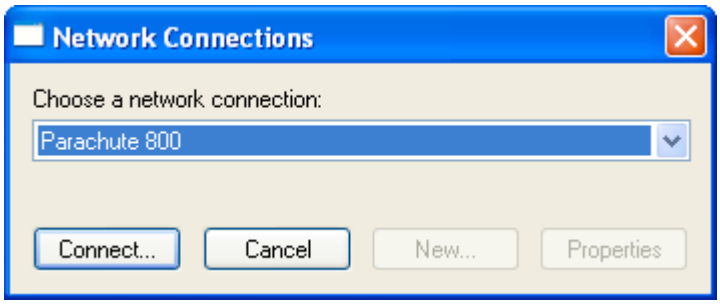


Figure 38. Network Connections window – Choose connection

4. Connect to Parachute (see the Logging into Parachute instructions above).

5. You may see a "Login Script" window appear. If so, **do not** close it as this window as there are processes that are being ran that are needed for you to get to your IC resources. The Login Script window will close automatically when it has completed its tasks.

6. Congratulations! You are now logged into NIH's domain and you should now have access to any file shares or servers for which you have permission. You can verify this by clicking on the Start button, then click on My Computer, then click on My Network Places, then click on the Entire Network link and finally double-click on the Microsoft Windows Network link to see a list of domains or computers (Figure 39).

   NOTE: If you receive any error messages, refer to the Windows Login section in the Troubleshooting section below.

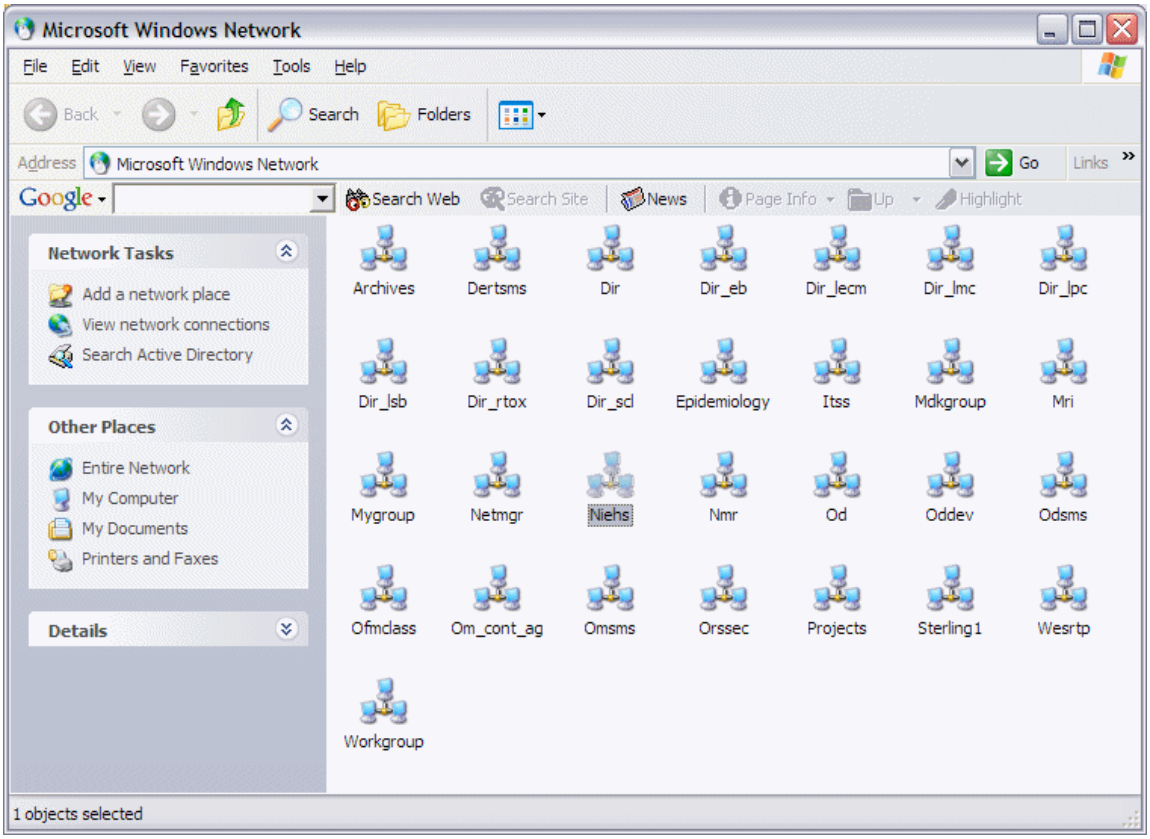


Figure 39. Contents of the NIH / NIEHS Microsoft Windows Network.

Personally Owned Computers: (Windows XP Home or Professional)

1. Turn on and boot up your computer. Log into Parachute using the Parachute 800 connection.

2. After successfully logging into Parachute, click on the Start button and right-click on the My Network Places icon to get a popup menu (Figure 40) and click on the Map Network Drive command.

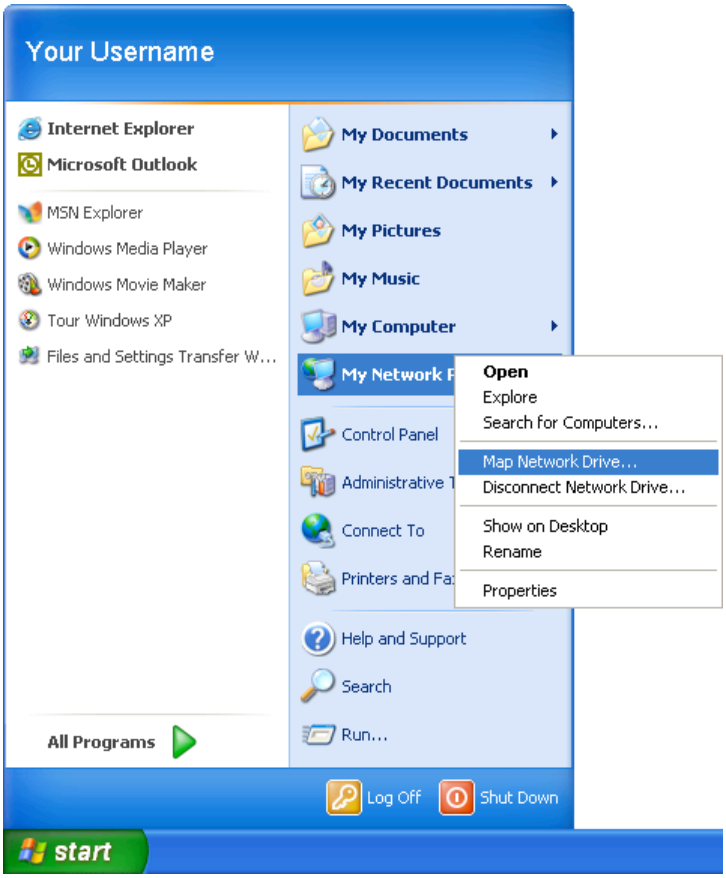


Figure 40. Start Menu – My Network Places popup menu.

3. From the Map Network Drive window (Figure 41):

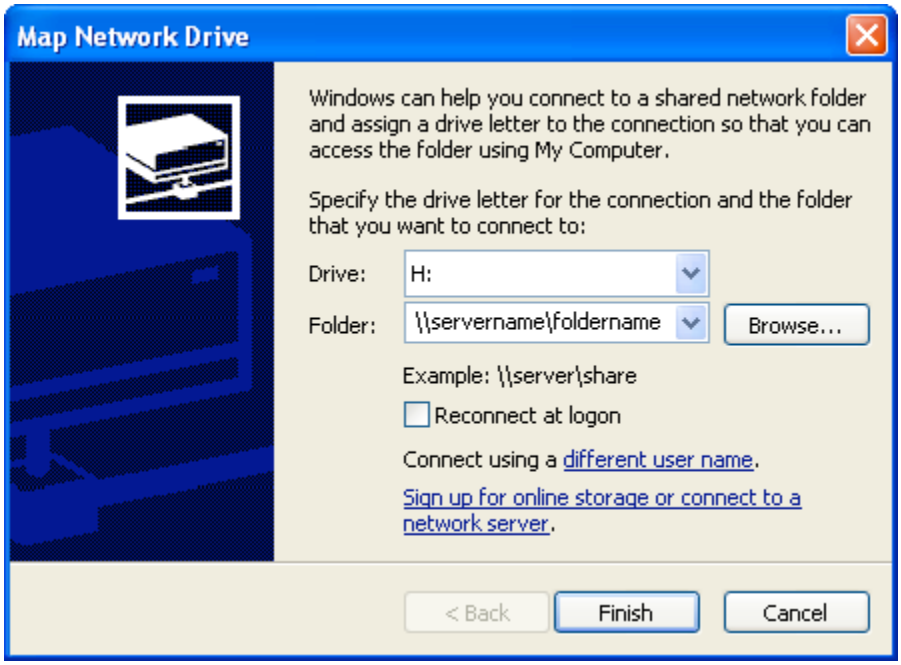


Figure 41. Map Network Drive window.

Using your Worksheet from above, select your drive letter from the Drive menu, type in the server\folder path in the Path field (i.e. \\myservername\sharedfoldername). To keep

from having to do this every time you dial-in to Parachute, place a check mark next to the option labeled “Reconnect at logon”. Click on the “Connect using a different logon” link.

4. From the Connect To window (Figure 42a – joined to a domain or 42b – using a Workgroup), use your Worksheet above and type in your IC domain, username and password. Make sure you include the backslash character “\” between the domain and your username. Click on the OK button.

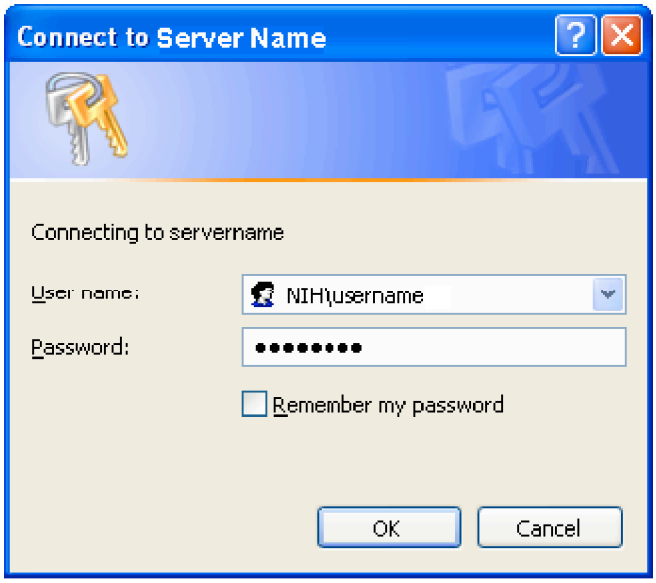


Figure 42a. Domain Login Credentials Prompt – Domain-Joined Computers

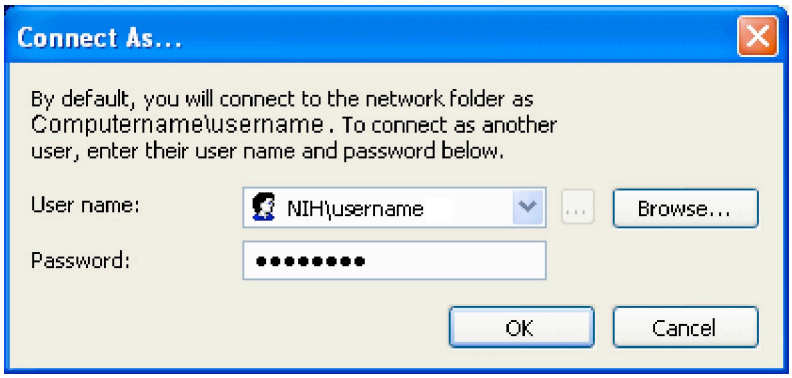


Figure 42b. Domain Login Credentials Prompt – Workgroup Computers

5. Congratulations! You are now connected to that server and that shared folder. You may see a window open up which will list the contents of this shared network folder.

Repeat this process until all of your drives are mapped.

You can now access these drives as you normally would from your office computer.

Troubleshooting Your Parachute Connection

If you receive the error message in Figure 43 below, then there are several possible causes:

1. You typed in your Parachute Username incorrectly. Re-enter the username and try to connect again.
2. You typed in your Parachute Password incorrectly. Re-enter the password and try to connect again.
3. Your Connection window has a field called Domain (see Figure 44 below) in which there was a value in the field. Clear the field and try to connect again.

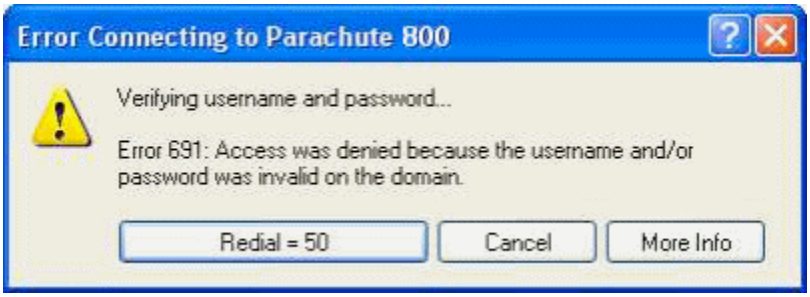


Figure 43. 691 Connection Error Message.

Figure 44. Parachute Connect window with a Domain field entry that should be removed.

If you receive the error message in Figure 45 below, this indicates a problem with the modem. Check the following items:

1. Make sure the modem is turned on (external modems only).
2. Make sure the modem cable is securely connected to the computer (external modems only).
3. Make sure the telephone cable is securely connected to the "Line" port on the modem. Most modems (internal or external) will have two ports:
   • The Line Port – which will usually have a little picture of a wall plate with a wire coming out of it or the word LINE next to it. This port is where you connect the telephone line into.

   • The Phone Port – which will usually have a little picture of a telephone set or the word PHONE next to it. This port is where you would connect a wire to a telephone set – just in case you want to make a voice call.
4. You may have a bad telephone line in that part of your house. You can contact your local telephone company and ask them to check the line(s) in your house (they will usually charge for this service though).

Figure 45. 692 Connection Error Message.